Fall 2009

HP **LaserJet** Product **UPDATE** Newsletter.

Welcome to the HP LaserJet Product Update Newsletter! In this issue, you'll find a wide range of informative articles that provide technical responses, updates and resolutions to specific challenges encountered in the field. Our current newsletter begins with a new release announcement for the HP Universal Print Driver as well as other UPD-related news, and continues with helpful troubleshooting tips for a variety of monochrome and color HP LaserJet devices. As always, we appreciate your ongoing feedback and suggestions for articles. Please continue sending any questions or comments to hpljnewsletter@hp.com. Enjoy!

Table of Contents

Keeping you informed 2
HP Universal Print Driver Update 2
HP LaserJet USB Walk Up Printing feature 2
HP Monochrome LaserJet printer updates 5
HP LaserJet P2015 Series Printer: Abnormal LED pattern 5
HP LaserJet P3005 Series Printer: Hangs on initialization when a hard drive is installed 5
HP Monochrome LaserJet MFP updates 7
HP LaserJet M3027/M3035 MFP Series: Media gets pushed out of the top output bin 7
HP LaserJet M9040/M9050 MFP Series: 30.01.16 error 8
HP LaserJet M3027/M3035 MFP Series: PQ issue when scanning from ADF to e-mail in color 9
HP Color LaserJet printer updates 9
HP Color LaserJet CP6015de Printer: Printer always warming up 9
HP Color LaserJet MFP updates 9
HP Color LaserJet CM3530 MFP Series: 9
HP Color LaserJet CM3530 MFP Series: Control panel does not respond to touch after power cycle 11
HP Color LaserJet CM3530 MFP Series: 30.01.41 error 12
HP LaserJet C8088B MFP Multifunction Finisher: 66.12.36 error 13
HP Color LaserJet printer and MFP updates 16
HP Color LaserJet CM3530 MFP and CP3525 Series Printers: 59.B0 error 16
HP Color LaserJet CM3530 MFP and CP3520 Series Printers: Troubleshooting TCU messages 16
HP Color LaserJet CM3530 MFP and CP3525 Series Printers: Jams when duplexing or the image is skewed on the front side of a duplex page 18
HP Color LaserJet CM3530 MPF and CP3525 Series Printers: Paper jams at first power on or broken parts found inside right-hand door 19
HP Color LaserJet CM6030/CM6040 MFP and CP6015 Series Printers: Blank Display 19
HP Color LaserJet CM6040/6030 MFP and CP6015 Series Printers: “Order” or “Replace” message displays with new image drum 21

Keeping you informed

HP Universal Print Driver Update

UPD 5.0 and Microsoft Windows 7

On October 22, 2009, Microsoft will formally introduce its Windows 7 Operating System. In preparation for this event, HP has certified the Universal Print Driver to allow easy printing with this new OS. Version 5.0 has been certified and is currently available on the webpage, **www.hp.com/go/upd.com**. In order to facilitate the use of UPD 5.0 with Windows 7, HP has created a support document: "HP LaserJet, Color LaserJet and LaserJet MFP Products—Product Support for Microsoft Windows 7." Currently, this document is being uploaded to the product support pages and should be available shortly. It is advised that all support providers and affected customers read this document. This document contains valuable information on implementation of the UPD with the new OS. It also contains information on any conditions and limitations.

UPD Future CPE Releases

This Fall, there will be two minor releases of the Universal Print Driver. The purpose of these releases is to fix selected defects. No new features will be added. The releases will be identified as *2009 Release 5.0.1 and 2009 Release 5.0.3.* We are tentatively planning the following release dates:

2009 Release 5.0.1: Oct. 1, 2009
This release will contain a fix for error message: "Application hang caused by hpmup091.bin." Please refer to the read-me that will accompany the release for a list of additional fixes.

2009 Release 5.0.3: Dec. 18, 2009
Please refer to the read-me that will accompany the release for a list of fixes in *2009 Release 5.0.3.*

HP LaserJet USB Walk Up Printing feature

Walk up USB printing is a new feature on the latest HP LaserJet printers and MFPs. This allows customers to print supported file formats directly from a supported USB storage device and does not require the printer to be connected to a PC. The supported file formats for walk up USB printing are PDF, PRN and PS. These are the only supported file formats that can be printed.

The USB port located on the exterior part of the printer supports walk up printing and does not support third-party solutions. For a list of the supported HP partner solutions for host USB, please go to **www.hp.com/go/ipgsolutions**.

When a user installs a USB storage device into a printer that is turned on and operating normally (no error messages), the control panel will display READING USB ACCESSORY and then display the stored job menu for USB STORAGE1 where the user can see a list of the folders and printable files stored on the USB storage device. From this list, the user can select the files and number of copies to be printed. After queuing a file, the user can continue to select other files to print by clicking the "OK" button. The printable files on the USB storage device can also be viewed by pressing the folder button on the control panel or press the menu button and scroll to retrieve jobs.

Supported USB storage devices and protocols

The USB Walk Up Printing feature supports:

- USB 2.0
- NAND flash memory devices
- File formats FAT, FAT 16 or FAT 32
- Size 128 MG to 2 GB

USB storage devices are dynamic and their internal components change frequently. Two USB storage devices that appear to be the exact same may have different internal components allowing one device to work with the USB Walk Up Printing feature while the other device does not work. The quality of the internal components and the 2.0 certification will be important factors in how the device functions with the printer. Please contact the USB manufacturer for support or questions about the device specifications and certifications.

The Walk Up Printing feature supports multi-partition devices. However, only one partition will be accessible to the user for printing files. The partition that is accessible will be the first supported partition type on the device that the printer detects. For example, devices with the popular U3 partitioning and software are not fully supported but the printer will try to detect a supported partition type and allow the user to access files in that partition.

For each USB version, different modes can be supported. The Walk Up Printing feature is designed to work with devices that support Bulk-Only Transport (BBB or BOT) and Control-Bulk-Interrupt (CBI).

Supported file formats

The USB Walk Up Printing feature supports three file types: PDF, PRN and PS. These files cannot be encrypted or password protected. If they are encrypted or password protected the file cannot be printed. The printer cannot read encrypted files and the user will not be able to enter a password to access the file.

PDF (Portable Document Format): Up to version 1.4 is supported on the walk up USB. PDF is a print ready file format that was created by Adobe. The format is typically created with Adobe software.

PRN: A print-to-file format that is created using an HP print driver. The PRN is a spooled print file that contains all the information typically sent to the printer when printing through the driver. Instead of sending this information to the printer, it is saved in a file and can be printed later without a PC or a driver.

The most efficient way to print unsupported file types, such as Word (.doc), Excel (.xls) or PowerPoint (.ppt) formats is to create a .prn file.

To create a .prn file:

1. Insert a thumb drive into the PC.
2. From the document application, select **File > Print**.
3. Select an HP print driver (example: the P3010 Series PCL or P3010 Series PS driver).
4. Check the "Print to file" box on the print window.
5. Click **OK**. The file directory window opens.
6. Name the file.
7. Select the thumb drive in the directory to save the print-to-file to the thumb drive. The document name will look like [file name].prn and be readable by the walk-up USB.

PostScript files can also be printed with the walk up USB. These files will have a .ps extension. PostScript is a page description language that was created by Adobe that describes how the page(s) should be printed.

If a customer has another file format other than the PDF, PRN or PS that needs to be printed, they will need to change the file format using software or create a .prn file using an HP print driver.

NOTE: Changing the file extension does not change the file format and the file will not print correctly using walk up USB.

Unsupported devices and protocols

The USB Walk Up Printing feature does NOT support:

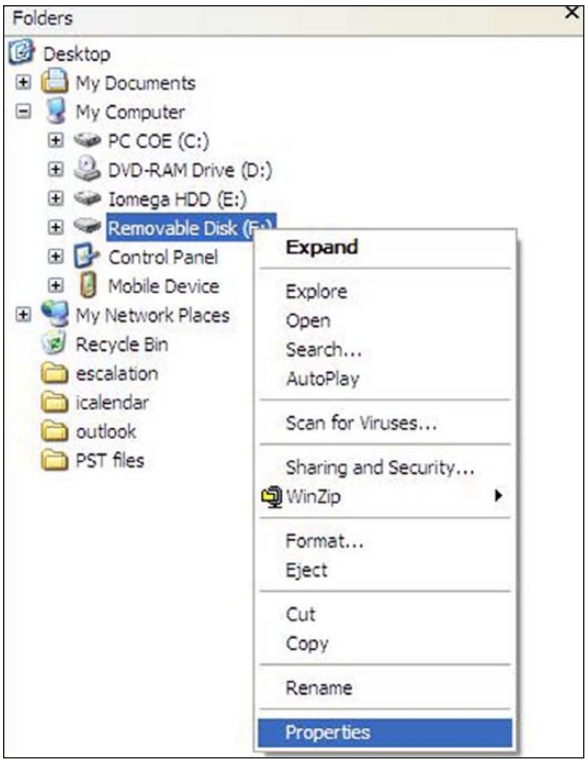
- CD-ROM drives
- Hard disks drives
- Floppy drives
- USB 1.0 (low speed),
- USB 1.1 (low and full speed)
- On-the-go
- Devices larger then 2GB (devices larger than 2 GB may cause an error that requires the user to power cycle the printer before it can operate normally)

NOTE: This is not an inclusive list of unsupported devices. This list includes the most common devices and protocols. If you have questions, please refer to the "Supported devices and protocols" section.

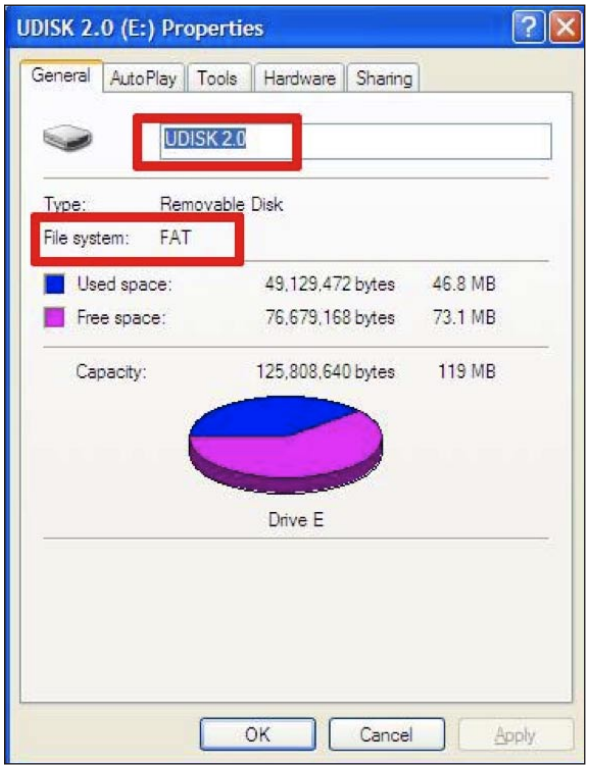
If an unsupported USB drive is used, the following error message may display:

USB Accessory is not functional or Unsupported USB accessory detected

If this message displays, then try a different USB drive and verify the drive is 2.0 certified. To verify the 2.0 certification and the file formats of a particular USB storage device, plug the USB device into a PC. Go to Windows Explorer and right click on the Removable Disk (USB Drive) and select Properties. See image below:



The General tab in the Properties window will identify the certification and the file format. See image below:



Security concerns

Write permissions

Each time the printer is powered on, it will perform a boot-up sequence. During the boot-up sequence, the printer detects all installed USB storage devices and configures them in a standard way for HP and non-HP applications. Users who leave USB storage devices installed during this boot-up sequence will notice that the printer stores folders and files on the device.

Also during this boot-up sequence, the printer will configure the device in such a way that network applications can read/write files to/from the USB storage device.

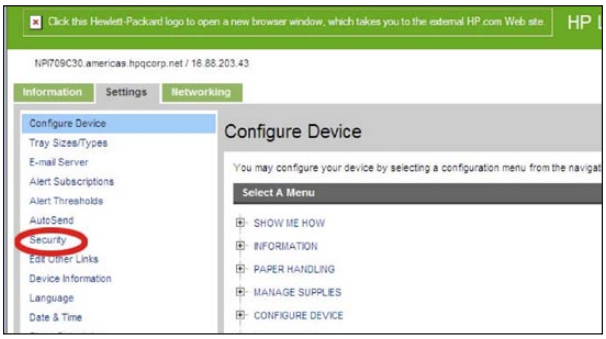
Users who do not want files written to the USB storage device must be careful to remove the USB storage device from the printer during the boot-up sequence.

Disabling USB storage devices

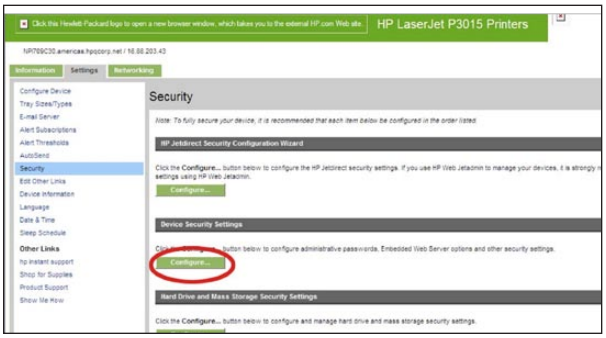
It is possible to disable "job retrieve" access to USB storage devices by configuring the printer using an SNMP (PML) OID, Web Jet Admin or the Embedded Web Server. This only prevents users from printing jobs from USB storage devices. It does not disable the USB ports or any networking read/write access to the device.

To disable "job retrieve" using EWS:

1. Open a browser and type in the printers IP address (192.168.0.0).
2. At the EWS, go to the Settings tab and click **Security** on the left navigational bar.



3. Under Device Security Settings, click **Configure**.



4. Scroll down to the USB printing section. Here you can Disable or Enable the functionality.

Troubleshooting tips

HP LaserJet P2015 Series Printer: Abnormal LED pattern

Issue Description:

After powering on the HP LaserJet P2015 series printer, it does not go to a ready state (i.e., green light on), but instead boots to an error state with abnormal LED patterns. For example:

- The paper jam light is always on, even if there is no paper jam.
- The paper-out light remains on, even though there is paper in the tray.

This is caused by a charged USB cable that subsequently discharges when it is inserted into the printer, causing permanent damage to the formatter.

Solution:

To discharge the USB cable without causing any damage to the formatter, plug the cable into the host device first (e.g., computer, hub, router, etc.), then plug it into the printer. If the formatter has already been damaged, it will need to be replaced. Once replaced, follow the steps above for properly plugging in the USB cable.

Please note:

- The HP LaserJet P2015 printer may require one to two minutes to boot up and reach a ready state, especially after a P2015 Font/FW combo DIMM has been installed.
- Do no replace the formatter to resolve any issues (e.g., networking, font, etc.) that are listed in the P2015 firmware fix list.

HP LaserJet P3005 Series Printer: Hangs on initialization when a hard drive is installed

NOTE: This Service Note is ONLY for those customers who have purchased a hard drive accessory. This accessory must be present and available to the tech to install before going out to replace the formatter.

Product number(s) affected	Starting SN	Ending SN
Q7812A, Q7813A, Q7814A, Q7815A, and Q7816A	NA	NA

Issue Description:
When a hard drive is installed into an HP LaserJet P3005 printer, the printer may hang during the boot-up cycle. This is caused by a short time window to present the EIO device with a valid EIO clock. When the EIO clock is not presented to the EIO device, the printer will hang when booting up.

Scope:
All HP LaserJet P3005 printers with the Q7848-61004 or Q7847-61004 (or earlier) product numbers can be affected by this issue. Currently, HP does not have a serial number range to work with as the formatters are just now being incorporated into production units. When we have one available, we will update this service note.

Solution:
The new formatter, product numbers Q7848-61006/Q7848-61006, will solve this issue. There have been hardware changes made to the formatter board for this specific issue. This is the only change that has been made to the formatter board; otherwise, it is equivalent to the previous board (Q7848-61004/Q7848-61004).

Parts required:

Replacement part Number	Quantity	Description
Q7847-61004	1	LJ P3005 PCA 02.040.2—Service part
Q7848-61004	1	LJ P3005n PCA 02.040.2—Service part

Service Action:
Install a new formatter (Q7848-61006 or Q7848-61006). As the customer is required to ship in the product for repair, please have them ship the new hard drive with the unit so it can be installed at the same time. This is required (do not replace the formatter until you have the hard drive—even for contract work). The hard drive must be available to install before completing this task.

The following installation steps must be done in this order or you may experience a 49 error and require a reboot.

To install a new formatter:

1. Make sure the printer is connected to a power source only.
2. TC will be required to print a configuration page first to make sure everything is configured correctly for save/restore (ensuring duplexer is enabled).
3. Out of box printer MUST be booted first and print a configuration page which will help store the back up.
4. Shut down install disk drive and formatter. Boot to the ready state, wait two minutes, then shut down, boot up again and print a configuration page.
5. If a 49 error is experienced, reboot.

HP LaserJet M3027/M3035 MFP Series: Media gets pushed out of the top output bin

Products Affected:

Product number(s) affected	Starting SN	Ending SN
HP LaserJet M3027 MFP, M3027x MFP CB416AR, CB416A, CB417AR, CB417A, CC478AR, CC478A, CC479AR, CC479A	All serial numbers lower than the ending SN	110v - CNDJB17106 110v - CNDJC17106 220v - CNFJB24955 220v - CNFJC24999
HP LaserJet M3035 MFP, M3035xs MFP, CB414AR, CB414A, CB415AR, CB415A, CC476AR, CC476A, CC477AR, CC477A	All serial numbers lower than the ending SN	110v - CNDJB17106 110v - CNDJC17106 220v - CNFJB24955 220v - CNFJC24999

Issue Description:

In customer environments where there are lengthy print or copy jobs on legal-sized media, the customer may experience an issue where media is pushed from the output bin onto the floor. Improper output stack quality has been documented on both the HP LaserJet M3027 MFP and the HP LaserJet M3035 MFP families of products.

Examples:

Fig. 1 Individual pages being pushed out of the stack

Fig. 2 Several pages being pushed up the output bin and over the printer's edge

Contributing Factors:

Some contributors to improper output stack quality can be, but are not limited to, the following:

- Media: Type and weight used, grain, Sheffield and storage of media.
- Environment (temp/humidity): Hot, dry environments or high humidity
- High customer-usage model: Usage over recommended monthly page volume (RMPV): 2,000-6,000 pages or long job runs (those that exceed 40-50 pages)

If modifying the contributing factors does not resolve the issue or the modifications are not possible to implement, the counter measure top cover may resolve the issue.

Scope:

This issue may occur on any of the HP LaserJet M3035 MFP or M3027 MFP family of products produced before the counter measure top cover was introduced. Units with serial numbers lower than those listed under the column "Ending SN" (in the above table) will have the non-counter measure top cover. Units with the original top cover that are exhibiting this stack-quality issue can be upgraded to the new counter measure part.

Solution:

This is a fix-on-fail service event. Service should be performed by a trained field service engineer. The top cover should be replaced with the new counter measure part, RM1-3772-030CN. Follow the replacement procedure outlined in the service manual for proper top cover replacement.

Parts required:

Replacement part Number	Quantity	Description
RM1-3772-030CN	1	Top cover assembly

Service Action:

The top cover should be replaced by a trained field service engineer using the procedure documented in the service manual. Parts can be discarded

HP LaserJet M9040/M9050 MFP Series: 30.01.16 error

Issue Description:
There are several scenarios that can cause the HP LaserJet M9040/M9050 MFP to display a 30.01.16 error. The error can occur during the performance of other scanner service events or by improperly running the ADF Tray Width Calibration.

Once the 30.01.16 error displays on the control panel interface, the control panel becomes unusable. In the past, the only solution was to replace the scan control board (SCB), which would not always resolve the issue.

Workaround or Solution:
To regain access to the Service menu to recalibrate the ADF tray width settings:

1. Power off the unit.
2. Remove the formatter and disconnect the hard disk data cable. Reinstall the formatter.

Note: Make sure you plug in the scanner connect cable to the formatter.

3. Open the ADF cover.
4. Power on the MFP.

The device will display the 30.01.16 error on the control panel. The Data light will be on and the Attention light will be flashing. Wait unit the motor/roller sounds stop.

5. Close the ADF cover.

You will see an Attention message display: "Initializing Scanner Please Wait." The control panel will return to the ready state after a few seconds and the Copy function will be disabled.

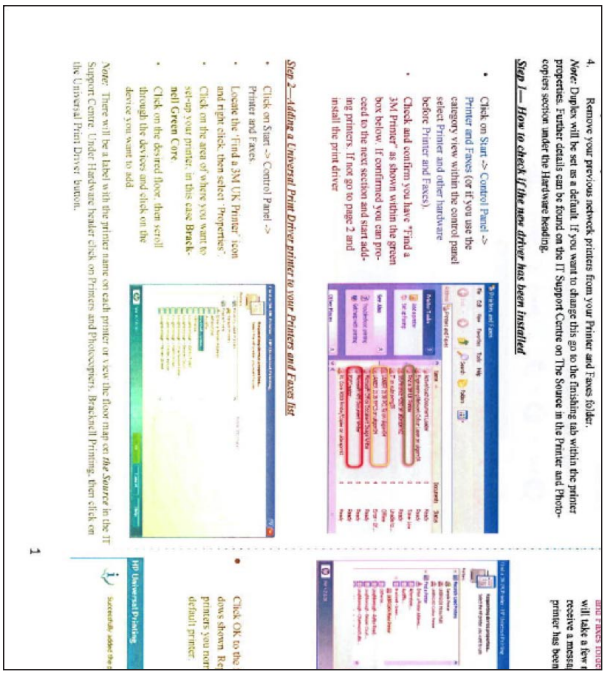
6. Select the Administration icon. Navigate to **Service menu > Scanner Settings > ADF Tray Width**.
7. Enter the Service Pin number that corresponds to your model.
   - M9040 MFP: 04904008,
   - M9050 MFP: 04905008
8. Recalibrate the ADF tray width guides and save the new calibration.
9. Power off the MFP and reconnect the hard disk data cable.
10. Reinstall the formatter and connect all cables.
11. Power on the unit as normal.

The unit should come up to the ready state and be functional without the 30.01.16 error.

NOTE: If this procedure does not recover the unit, it may be necessary to replace the SCB. Escalate the case to Level 3 support for further investigation before any parts are replaced. If the SCB must be replaced, please make sure the case also gets escalated to division to raise visibility to the specific case issues.

HP LaserJet M3027/M3035 MFP Series: PQ issue when scanning from ADF to e-mail in color

Issue Description:
Customers may experience PQ issues when scanning in color from the ADF to e-mail (or PC). The output may look similar to the figure below.



Solution:
The "home" position label for the scanner under the ADF is incorrectly placed. Order a replacement scanner to solve the issue. Stock at GPSC has been purged and known good scanners should be available.

Parts to Order:
CC476-67911 M3035 MFP Legal size scanner assy

CB414-67921 Scanner assembly without the ADF

HP Color LaserJet CP6015de Printer: Printer always warming up

Issue Description:
Customers who have purchased an Energy Star-compliant HP Color LaserJet CP6015de printer may discover that the printer remains in "warming up" mode longer than other CP6015 family products. This is because Energy Star Compliancy has been enabled in the printer.

Solution:
Customers may select a different energy usage mode. This can be done via the control panel:

1. Select Menu.
2. Scroll down to Configure Device and select.
3. Scroll down to System Setup and select.
4. Scroll down to Optimum Speed/Energy Used and select.

There are three options under this category: "Save Most Energy," "Faster First Page," and "Save Energy." If "Save Most Energy" is selected (the default setting), then the printer is in Energy Star Compliancy mode. To reduce the amount of time the printer needs to warm up, select either the "Faster First Page" or "Save Energy" setting. This will take the printer out of Energy Star Compliancy mode.

HP Color LaserJet CM3530 MFP Series:

"Communication lost" displays on the control panel in five languages

Issue Description:
On the HP Color LaserJet CM3530 MFP, "Communication lost" displays on the control panel in five languages (Fig. 1).

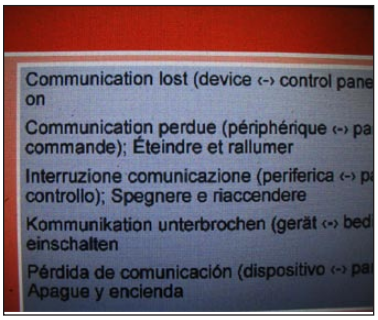


Fig. 1 "Communication lost" display

Solution or Workaround:
Replace the control panel USB cable (CC519-60117). Refer to the removal and replacement instructions below.

Note: Use ONLY the CC519-60117 USB cable. This cable has been designed to supply the power necessary for both the control panel and the hardware integration pocket (HIP). Do NOT substitute a standard USB cable.

Replacing the HP Color LaserJet CM3530 MFP USB control panel USB cable R&R (v1.0)

This replacement procedure should take a trained technician approximately 30 minutes to complete. Review the HP Color LaserJet CM3530 MFP service manual for additional information regarding scanner removal and replacement.

To replace the control panel USB cable:

1. Remove the ADF.
2. Lock the scanner.
3. Remove the scanner from the MFP.
   a. Release the control panel latches at the front and right side of the control panel (Fig. 1) and remove the control panel.

Fig. 1 Control panel latchesstack

   b. Remove the two screws in the control panel opening (Fig. 2).

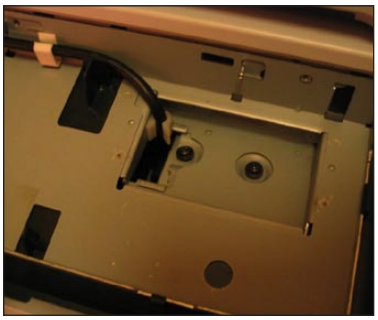


Fig. 2 Screws in control panel opening

   c. Remove the two screws at the rear of the scanner and remove the rear scanner cover.
   d. Remove two screws which secure the scanner to the scanner supports (Fig. 3).

Fig. 3 Scanner support screws

   e. Lift the top left edge of the scanner and rotate slightly to the rear to allow more room to access cabling (Fig. 4).

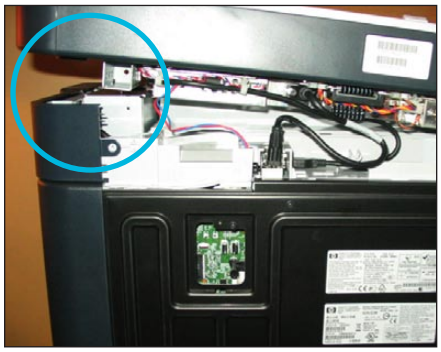


Fig. 4 Lift top edge of scanner

   f. Disconnect the PCI-e and USB cables at the top of the ICB.
   g. Disconnect the +24v cable at the SCB.
   h. Lift the scanner off the MFP.
4. Place the scanner face up on a flat work surface.

Note: Cover the work surface with paper in order to protect the scanner glass.

5. Remove the USB cable from the cable restraints in the control panel opening (Fig. 5).

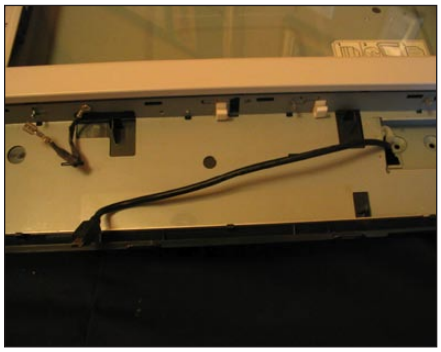


Fig. 5 Cable restraints in control panel opening

6. Turn the scanner over. Note the alignment of the Ty-Wrap on the replacement cable with the edge of the plastic. This ensures adequate length at both ends (Fig. 6).

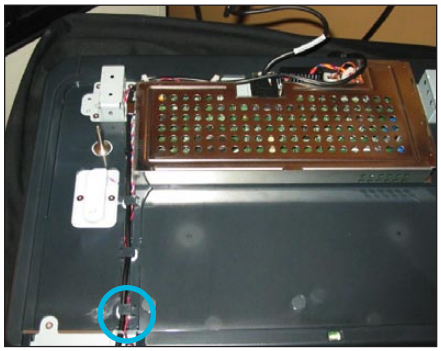


Fig. 6 Location of Ty-Wrap on replacement cable

7. Remove the cable from the cable restraints. Use a small, flat-bladed screwdriver to open the cable restraints located at the rear of the SCB cage.
8. Install the replacement cable with the Ty-Wrap properly positioned to allow adequate cable length at both ends.
9. Secure the cable in the cable restraints.
10. Flip the scanner over and route the cable along the restraints in the control panel opening.

Note: The USB logo on the connector should be facing down when the cable is properly positioned.

11. Reinstall the scanner on the MFP.

NOTE: When reinstalling the USB cable at the top of the ICB, the USB logo faces down.

NOTE: When reinstalling the PCI-e cable at the top of the ICB, the wider side of the D-connector faces to the right.

12. Reinstall the control panel and verify that the USB cable is properly routed behind the support.
13. Reinstall the ADF and unlock the scanner.
14. Power on and run scanner calibration: Select **Administration > Troubleshooting >Calibrate Scanner**.

If replacing the USB cable does not resolve the problem, replace the formatter.

HP Color LaserJet CM3530 MFP Series: Control panel does not respond to touch after power cycle

Issue Description:
The HP Color LaserJet CM3530 MFP series control panel is non-responsive after cycling power. The device will accept print jobs, but the display is dark and only the "bouncing" HP logo can be seen.

Solution:
When cycling power with firmware version 53.021.2, use the following procedure:

1. Power off the device.
2. Wait 7-10 seconds.
3. Power the device on again.

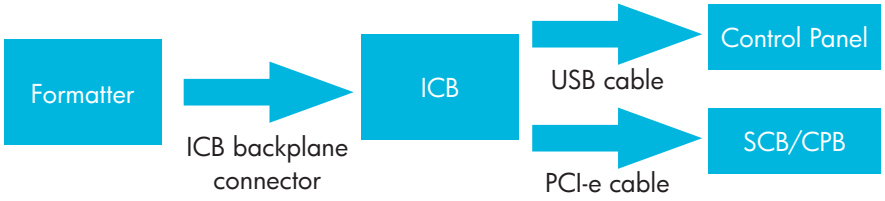
If a white screen with the HP logo is not displayed when the device is powered back on, power off and wait longer between power off and power on.

Summary or Cause:
Firmware version 53.021.2 introduced timing changes which require a longer wait between power off and power on when power cycling the MFP.

HP Color LaserJet CM3530 MFP Series: 30.01.41 error

Issue Description:
The 30.01.41 error is a result of lost communication between the formatter and the scanner control board (SCB). The message can also be displayed as, "Scanner error, scanner power, cable, CPB."

Note: The copy process board (CPB) on this product is combined with the SCB.



Solution:
Perform the following steps:

1. Update firmware (RFU) to 53.011.2 or later (this revision contains a fix which resolves a potential timing conflict at boot-up).
2. Check the control panel USB cable connector at the ICB connection (see item 3 in Fig.2 below). Newer cables have a date code label on the connector. If there is NOT a date code label as shown in Fig.1, replace the control panel USB cable (CC519-60117). See "Replacing the control panel USB cable."

Fig.1 Control panel USB cable with date code sticker located at ICB connector

3. If the 30.01.41 error continues and is intermittent, it is likely related to a seating issue with one of the cables in the communication path. Perform the following steps to reseat the cables:
   a. Reseat the formatter.
   b. Reseat the PCI-e cable at the top of the ICB (Figure 2, item 1).
   c. Reseat the PCI-e cable at the SCB (Figure 2, item 2).

If the 30.01.41 is a hard failure, try reseating the cables as indicated above. Carefully inspect the standoffs into which the cable attaches on the SCB. Verify the standoffs are securely fastened to the SCB. If the failure persists, replace the SCB (CC454-60003). If the failure continues after replacing the SCB, replace the formatter (CC519-67903). And, if the failure continues after replacing the formatter, replace the ICB (CC453-60001).

CAUTION: Do NOT replace the formatter and the ICB at the same time. This could result in the loss of critical engine values and make the device inoperative.

If the failure continues, replace the PCI-e cable (5851-3141).

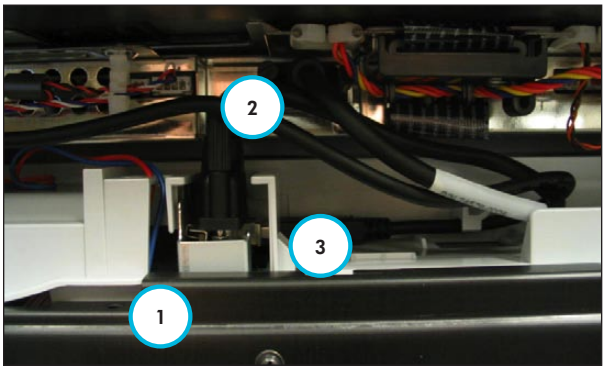
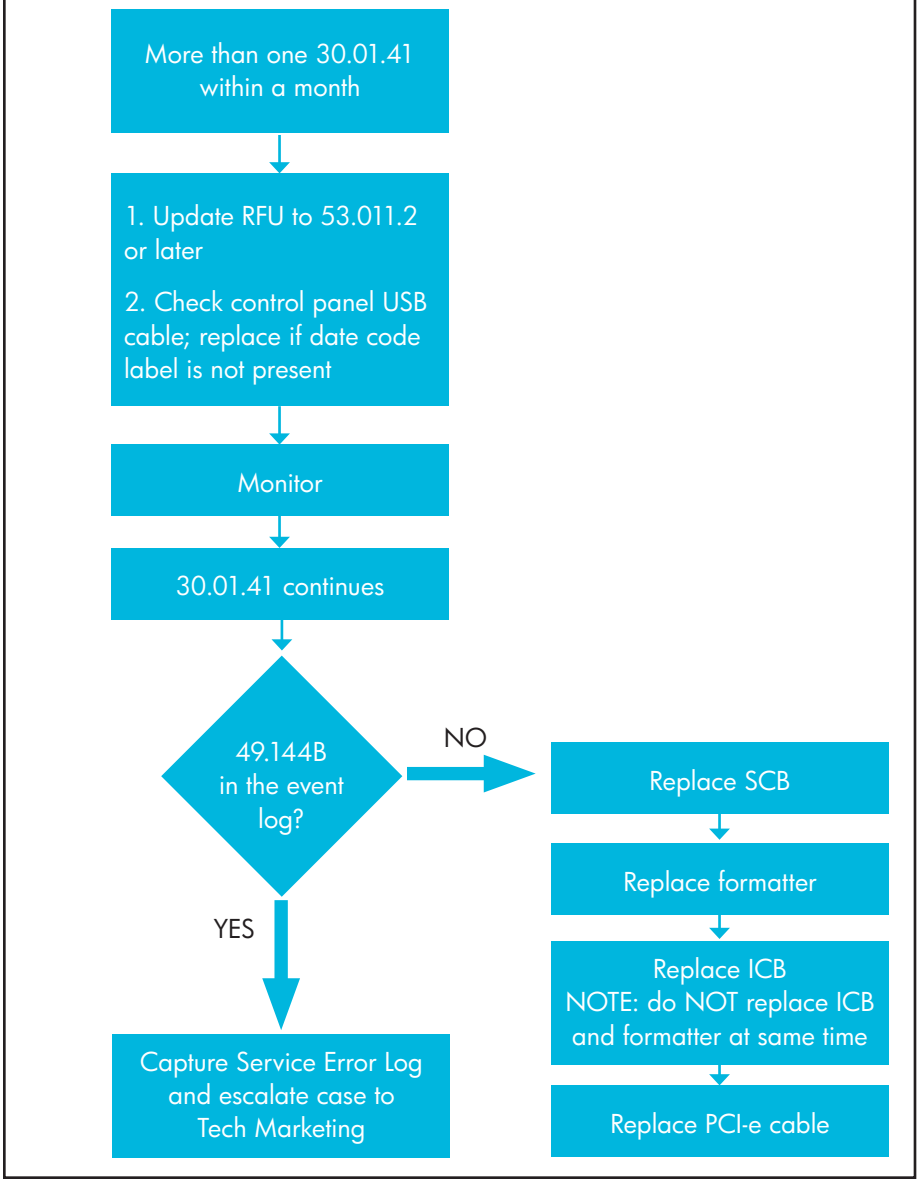


Fig. 2 1)PCI-e connection at ICB, 2)PCI-e connection at SCB, 3)CP USB connection at ICB

NEW! Troubleshooting Flowchart


More than one 30.01.41 within a month
1. Update RFU to 53.011.2 or later
2. Check control panel USB cable; replace if date code label is not present
Monitor
30.01.41 continues
49.144B in the event log?
NO
YES
Replace SCB
Replace formatter
Replace ICB
NOTE: do NOT replace ICB and formatter at same time
Replace PCI-e cable
Capture Service Error Log and escalate case to Tech Marketing

Replacing the control panel USB cable
Please follow the steps shown on page 10, under the heading ***Replacing the HP Color LaserJet CM3530 MFP USB control panel USB cable R&R (v1.0).***

If the 30.01.41 error continues after replacing the USB cable, check the event log. Are there multiple entries for 49.144B? If yes, capture the Service Error Log (see, "Capturing the Service Error Log") and escalate the case through HP support. Replacing the SCB will likely NOT fix the 30.01.41/49.144B failure scenario.

Capturing the Service Error Log
The Service Error Log is created when the device experiences any type of 49 failure error. To capture the log:

1. Locate the IP address of the MFP (print a config page or check the "Network Address" if present on the control panel).
2. Open a browser and enter the following command: http://<device_ip_address>/hp/device/svcErr.log
3. Save the resulting file as .txt

HP LaserJet C8088B MFP Multifunction Finisher: 66.12.36 error

Issue Description:
The majority of 66.12.36 error codes are caused by using the output tray as a handle when moving the Multifunction Finisher. Using the output tray as a gripping point causes it to slightly bend out of alignment with the sensor arms (Fig. 2) that the tray needs to actuate as it travels up and down during normal operation. When the sensor arms are not actuated, a 66.12.36 error displays.

Sensor arms and gap

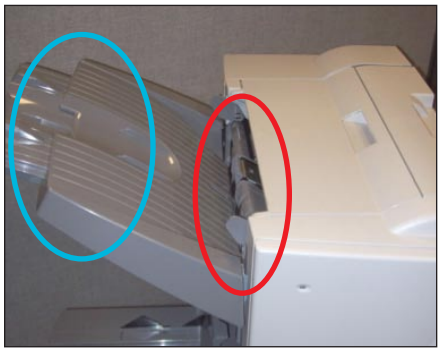


Fig. 1 Gap at sensor arms

Output Tray

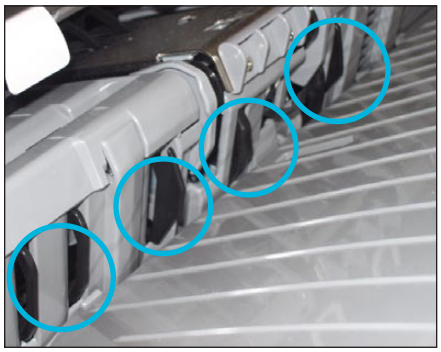


Fig. 2 Sensor arms

Sensor arms

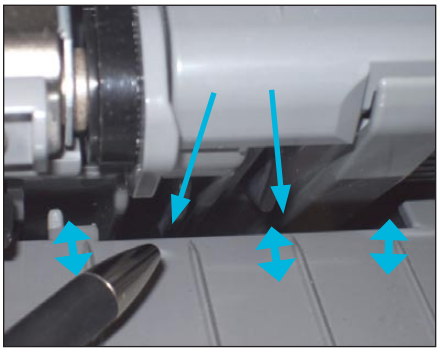


Fig. 3 Gap is too wide for output tray to actuate sensor arms

Solution:
To test the sensor for proper functionality, locate the sensor flag/arm, and depress it fully. Continue to depress the sensor flag while the device cycles the output tray up and down. The device should come to the ready state without displaying the 66.12.36 error.

If the device does not successfully come to the ready state, this indicates that the tray is too far away from the sensor flag to fully engage. Using two hands (see Fig. 4) gently, but firmly, push down on the tray until the gap between the output tray and the finisher's mainframe is 1-2 mm after the tray is released (Fig. 5). Once the tray is in the proper position, the device will show the message, "Upper Left Tray Full."

Note: Be sure the tray is not rubbing against the cover of the finisher while it travels up and down during normal operation.

Fig. 4 Using two hand, press down the output tray

Fig. 5 Proper gap between tray and sensor flag

New Gap = 1-2 mm

If this corrective measure does not correct the 66.12.36 error code, DO NOT replace the whole finisher. If the 66.12.36 error reoccurs, escalate the case to Technical Marketing.

Summary or Cause:
This error can occur at anytime during the life of the product.

When the error occurs immediately after installation, the most likely cause is from using the output tray as a handle when unpacking or moving the finisher. It is also possible that the output tray was bent up slightly during shipping. See figures 6 and 7 for both the improper and proper way to move the finisher.

If the error occurs long after installation, the most likely causes are from moving the finisher when removing a paper jam, or moving the finisher using the output tray as a handle. In either case, the customer needs to be instructed on the proper method of moving the finisher by using the finisher's main frame and NOT the output tray (see figures 8 and 9).

If the unit is going to be assembled offsite, extra care must be taken so not to bend the output tray when moving the unit, including avoiding shrink wrapping too tightly; improperly strapping of the device into the transport vehicle; and moving the device down sidewalks, hallways, elevators, across carpeting, etc., when delivering the device to customer site. The output tray must never be used as a grasping point when moving the multifunction finisher.

Fig. 6 Correct method of moving the finisher

Fig. 7 Incorrect method: Never use the output finisher tray as a handle

Fig. 8 Correct method

Fig. 9 Incorrect method

HP Color LaserJet CM3530 MFP and CP3525 Series Printers: 59.B0 error

Issue Description:
Printer or MFP displays "59.B0 cleaning motor error, Replace toner collection unit."

Solution:
Remove the toner collection unit (TCU) and look into the opening at the top (Fig. 1, item A). If the TCU is full of toner, instruct the customer that the TCU is consumable and they must order a replacement (CE254A).

If the TCU is not full, then the error was likely caused by a cleaning motor failure. (See Fig. 1, item B for location of the cleaning motor duct cover.) Replace the "waste toner duct/motor assembly" (RM1-4977-000CN).

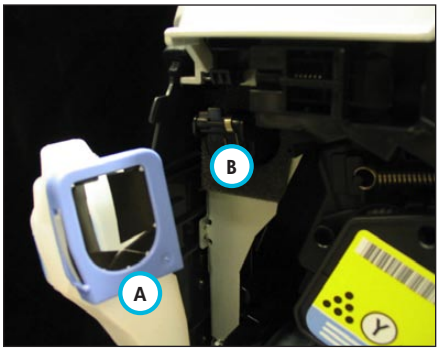


Fig 1 Opening at top of TCU (A) and cover on TCU cleaning motor duct (B)

NOTE: The engineering team is interested in collecting defective waste toner duct/motor assemblies for failure analysis. Please send an email to jim.schott@hp.com with the case number should this failure occur.

Summary or Cause:
The 59.B0 error is an indication that the cleaning motor is in an over-torque condition. This can be a result of an overfilled TCU, a motor failure, or jammed gears in the duct assembly.

When the TCU approaches a full condition, the normal sequence of errors is:

- "Order Toner Collection Unit"
- "Replace Toner Collection Unit—To Continue, Touch OK"
- "Replace Toner Collection Unit"

The last error will prevent the use of the device until the TCU is replaced.

HP Color LaserJet CM3530 MFP and CP3520 Series Printers: Troubleshooting TCU messages

Issue Description:
The MFP or printer displays the message "Order TCU" or "Replace TCU" on the control panel.

Solution or Workaround:
When the level of toner collected in the toner collection unit (TCU) reaches the low sensor, the message "Order TCU" is displayed. Printing will continue, but the supplies status will indicate "TCU LOW."

After approximately 400 printed pages (the page count depends on coverage), the message changes to "Replace TCU" and printing will stop by default. The supplies status will indicate "TCU OUT."

If necessary, printing can continue by selecting "override at out 2." To continue printing, follow the instructions for your model:

- Printer: Select **Menu > Configure device > System setup > Replace supplies > override at out 2**.
- MFP: Select **Administration > management > manage supplies > Replace supplies > override at out 2**.

NOTE: By selecting "override at out 2," the TCU will continue to fill and eventually will cause the TCU motor to stall resulting in a 59.B0 error. Printing will stop and the error cannot be cleared until the TCU is replaced.

Additional Troubleshooting:
Testing the sensor:
The TCU low sensor is located in the small opening that can be seen when the TCU is removed (Fig. 1).

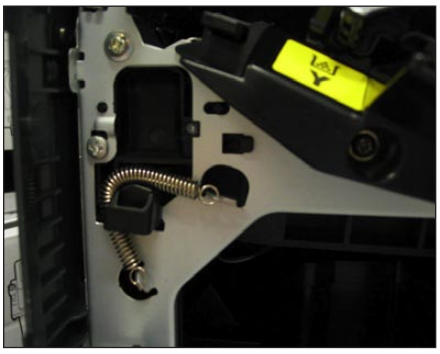


Fig. 1 TCU sensor location

The sensor does NOT have a manual sensor test, but it can be tested by following these steps:

1. With the device in the ready state with no TCU messages, open the front door and remove the TCU.
2. Place two layers of tape on each side of the opening (Fig. 2). This will simulate an "almost full" TCU and should cause an "Order TCU" message to display as soon as the device returns to the ready state.

Note: If the "Order TCU" message does not display, verify the tape is properly blocking the sensor. The "Order TCU" message should clear when the tape is removed and the device returns to the ready state.

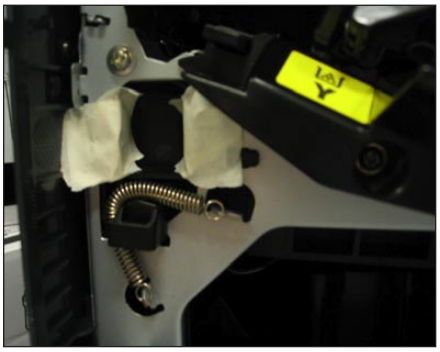


Fig. 2 Tape each side of the opening

Clearing the "Order TCU" or "Replace TCU" messages from the control panel

Replacing the TCU should cause either of these messages to clear. If needed, perform the following steps to demonstrate to a customer that a new TCU will clear the message:

1. Open the front door and remove the TCU.
2. Locate the TCU interlock lever just below the "M" label on the magenta slot (Fig. 3).

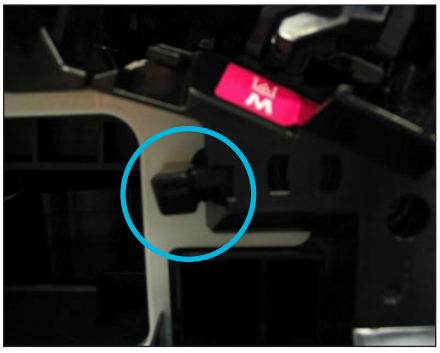


Fig. 3 TCU interlock lever

3. Tape the interlock lever into the "up" position (Fig. 4).

Fig. 4 Taped interlock lever in "up" position

4. Close the front door and wait for the device to return to the ready state.

The message should be cleared.

WARNING: Instruct the customer that the device should NOT be operated in this state, as waste toner will likely spill into the device.

If the message does NOT clear, there may be a problem with the sensor (RM1-5696-000CN) or the connections to the sensor. If onsite service is required, have the tech check the connections to the sensor. If any work was recently done on the left side of the device, the cable connections to the sensor (J91 and J77) may need to be reseated (Fig. 5).

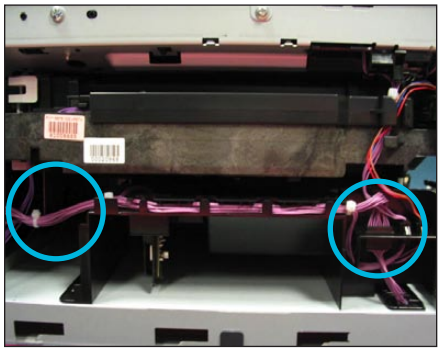


Fig. 5 Sensor cable connections

HP Color LaserJet CM3530 MFP and CP3525 Series Printers: Jams when duplexing or the image is skewed on the front side of a duplex page

Issue Description:

The HP Color LaserJet CM3530 MFP and CP3525 Series printers jam when printing 2-sided pages (duplex) or the image is skewed on the front side of a duplex page.

Solution:

Verify the duplex reverse guide is installed correctly. See Figures 1 through 4 for location and proper installation of the duplex reverse guide.

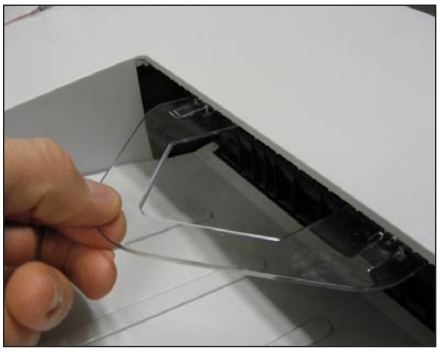


Fig. 1 Duplex reverse guide

Fig. 2 Front side of guide incorrectly installed

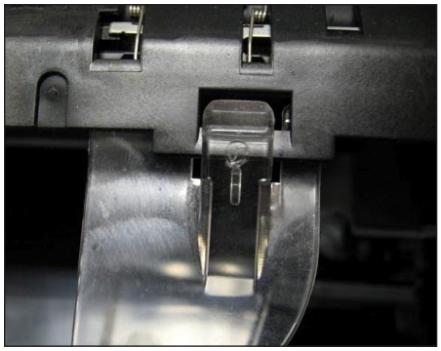


Fig. 3 Front side of guide correctly installed

Fig. 4 Duplex reverse guide correctly installed

Summary or Cause:

The duplex reverse guide was installed incorrectly. Incorrect installation results in paper jams or skewing of the print image.

HP Color LaserJet CM3530 MPF and CP3525 Series Printers: Paper jams at first power on or broken parts found inside right-hand door

Issue Description:
The MPF or printer has paper jams at first power on or there are broken parts inside the right-hand door.

The lower pickup guide (Fig. 1) is located on the right side of the device, just below the registration area. The green paper guide handles can break off, or the front or rear hinge pin (Fig. 2) for the paper guide can break off, both causing paper jams.

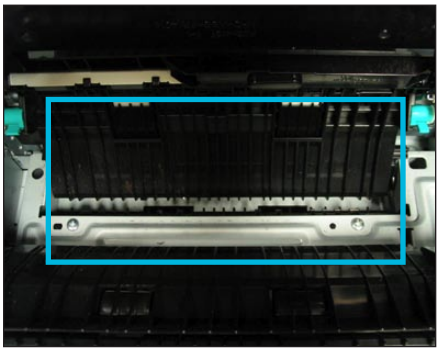


Fig. 1 Lower pickup guide assembly

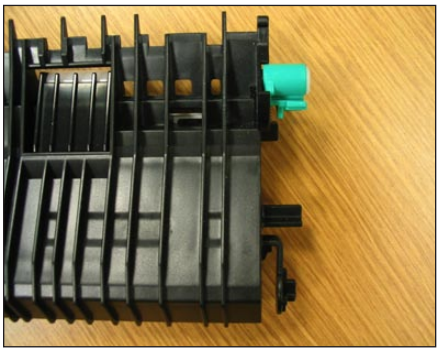


Fig. 2 Paper guide handle and front/rear hinge pins

Solution:
To determine if a hinge pin is broken, release both green latches and open the paper guide. If either hinge pin does not support the guide, the assembly must be replaced (RM1-4980-000CN).

To remove the lower paper guide assembly (Figure 3):

1. Locate and remove two screws (A) which secure the tray3 paper guide.
2. Depress the right side of the tray3 paper guide to allow access to the rear hinge pin (B) on the lower paper guide.

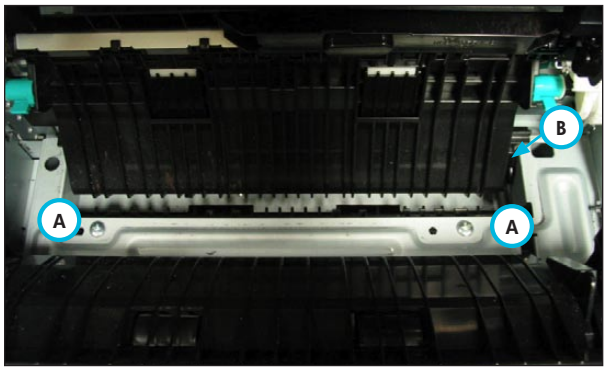


Fig. 3 Lower paper guide assembly screws (A) and rear hinge pin (B)

3. Push up on each of the green handles to unlock the lower paper guide.
4. Press inward on the rear hinge pin with a flat blade screwdriver and remove the paper guide.

To install the replacement lower paper guide:

1. Position the front hinge pin in the hole on the front of the opening.
2. Slightly compress the rear pin and insert in rear pin hole.
3. Open and close the guide several times to make certain it is properly positioned.
4. Replace the two screws in the tray3 paper guide.

NOTE: Make sure the guide pins in the tray3 paper guide are properly aligned to the holes in the chassis before tightening the screws.

Summary or Cause:
Rough handling during shipment can break the lower paper guide assembly. The product packaging has been changed to prevent this type of failure.

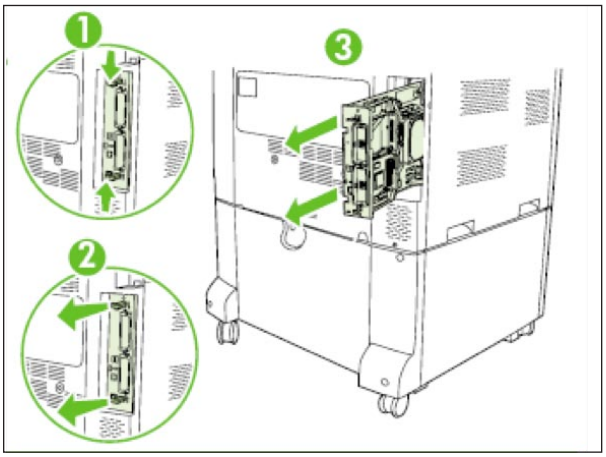
HP Color LaserJet CM6030/CM6040 MFP and CP6015 Series Printers: Blank Display

Issue Description:
On the HP Color LaserJet CM6030/CM6040 MFP or CP6015 printer, customers may experience a blank display upon power-up.

Solution:
Often, if the formatter is reseated, the display will function properly. The customer should contact a Call Center Agent to assist in performing the following troubleshooting steps.

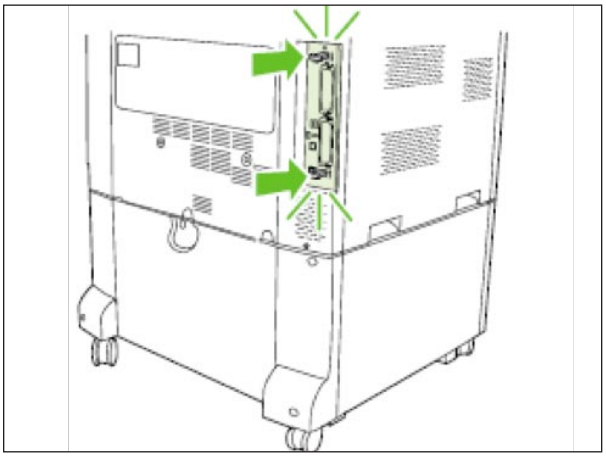
To reseat the formatter:

1. Verify that the device powers on (fans are running, etc.).
2. Turn off the device and unplug it from the power source.
3. Locate the formatter on the side of the device.
4. Push in the black tabs (1) and pull out on them (2) to remove the formatter (3).



5. Reseat the formatter firmly back in place.

Note: Make sure the two black tabs pop back into their original position. There will be an audible click when they are positioned properly.



6. Power on the device.

7. Verify that the formatter light is blinking (see figure below) then print an engine test print. The control panel should now display messages.
   a. If the control panel is still blank, go to Step 8.
   b. If the formatter light is not blinking, go to Step 9.

8. If the formatter light is blinking, an engine test prints successfully, but the control panel is still blank:
   a. CP6015 printer: Replace the control panel.
   b. CMCM6040/6030 MFP: An intermediate cable runs from the control panel, through the front right of the scanner and underneath the front lower cover. Remove the front lower cover and check that the cable connector is secure. If the cable connector is secure, then the control panel needs to be replaced.
9. If the formatter light is not blinking and the printer continues to show a blank display, replace the formatter.

Note: The firmware is stored on the formatter, not on the Memory DIMM, thus you do not need to replace the Memory DIMM.

HP Color LaserJet CM6040/6030 MFP and CP6015 Series Printers: "Order" or "Replace" message displays with new image drum

Issue Description:
When a new image drum is installed, the message "Replace <color> Image Drum" or "Order <color> Image Drum" is displayed on the control panel. When viewing a Supplies Status page, it displays:

Approximate Pages Remaining: near 35,000

Pages Printed With This Supply: near 0

Low Reached: No

% Life Remaining: less than 10%

The displayed values are usually accurate for the new image drum, but the "% Life Remaining" is the value from the previously installed image drum.

Solution or Workaround:
This issue typically occurs when the "Replace Supplies" setting is set at "Override At Out (Level 1 or 2)" and the image drum that was replaced was being used in the override mode.

To clear the message:

1. Set "Replace Supplies":
   - CM6040MFP/CM6030 MFP: Select **Administration > Management > Manage Supplies**
   - CP6015 printer: Select **Configure Device > System Setup > Manage Supplies to Replace At Out.**
2. Power cycle the printer.
3. When the printer comes to the ready state, reset the "Replace Supplies" setting to "Override At Out" setting.

If "Override At Out" has not been set, try the following to clear the message:

1. Open and close the front door of the device.
2. If the message persists, power the printer off and then back on.
3. If the message continues to persist, replace the image drum.

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October 2009